

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

FUNCTIONAL SYSTEMS SPECIALIST

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FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The **Functional** Systems Specialist is a stand-alone classification in **an assigned department**. Incumbents are responsible for performing professional level duties in the analysis, evaluation, design, development, testing, implementation, documentation and maintenance of computer system applications specific to assigned departments; providing technical support to end users on the use of applications; producing a variety of reports; and, performing a variety of technical tasks relative to assigned area of responsibility.

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The **Functional** Systems Specialist is distinguished from other classifications by its responsibility for serving as a functional specialist to an assigned department supporting specific proprietary software.

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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

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|----|---|---------------|
| 1. | Evaluates business procedures and systems associated with application processes and makes recommendations for improvements in order to increase operational effectiveness and efficiency. | Daily
15% |
| 2. | Assists in installing and maintaining computerized systems and application software to ensure compliance with defined requirements; coordinates and/or implements modifications to application software as appropriate. | Daily
10% |
| 3. | Troubleshoots and resolves computer system or application software problems or escalates to appropriate individual(s). | Daily
5% |
| 4. | Performs audits of system reports and evaluates acceptability of charges based on established parameters; implements corrective action for information outside of established parameters. | Weekly
20% |
| 5. | Documents systems procedures, including creating applicable user training manuals; prepares and facilitates end-user training sessions. | Weekly
10% |
| 6. | Monitors systems or computer process status to ensure accuracy. | Weekly
10% |
| 7. | Tests and refines system application programs for internal use. | Weekly
10% |

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<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties are a representative sample; position assignments may vary.)		<u>FRE- QUENCY</u>
8.	Performs cost/benefit analysis on division procedures with an emphasis on efficiency improvements; reviews policy and procedural changes in programs to determine impact on current software applications and implements required software application modifications.	Monthly 10%
9.	Participates in the development of billing cycle schedules.	Annually 5%
10.	Participates in the analysis of computer and software needs; participates in feasibility studies for new or enhanced computer systems for the division.	Annually 5%
11.	Performs other duties of a similar nature or level.	As Required

Training and Experience (positions in this class typically require):

- Assoicates Degree or 60 units of accredited college level course work in Business, Computer Applications, Computer Sciences, Information Systems, or related field and three years of increasingly responsible computer experience in the use and troubleshooting of large, complex software applications or information systems analysis are required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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Licensing Requirements (positions in this class typically require):

Some positions, based on assignment, may require:

- Basic Class C License

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Knowledge (position requirements at entry):

Knowledge of:

- Automated billing system applications;
- Analytical methods and techniques;
- Training methods, principles and procedures;
- System report writing software;
- Computer programming principles, practices and techniques;
- Computers, networks, software and communication systems;
- Data reporting principles and practices;
- Technical writing practices.

Skills (position requirements at entry):

Skill in:

- Using computers and applicable software applications
- Conducting and completing audits
- Preparing billing schedules
- Analyzing business processes and making recommendations in support of operational efficiencies
- Basic programming/scripting skills
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Preparing and facilitating technical end-user training
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, and talking.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects including one's own body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. Some positions may require more frequent walking, lifting and standing.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

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Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 10/2007